

Appendix A

Department of Administrative Services
Bureau of Enterprise Systems and Technology

Help Desk Escalation

**Connecticut Education Network
7x24x365 Help Desk
860-622-2300, Option 9
or e-mail the helpdesk at
best.helpdesk@ct.gov**

If emergency escalation beyond Help Desk is required, please use the following:

1st Escalation

Scott Taylor, CEN Director
860-622-2242 Office
860-281-1399 Cell
Scott.Taylor@uconn.edu

2nd Escalation

Hal Clark, Director—Network Services Group
860-622-2432 Office
860-622-9438 Cell
Hal.Clark@ct.gov

Gerard Johnson, Manager—Network Services
860-622-2355 Office
203-437-561 Cell
Gerard.Johnson@ct.gov